

Mall of America Incident Report

MOA SECURITY FORM 1-12-2006

C.D. / Video #		Page	U1
Date Occurred	Time	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported
05/01/08	1659		05/01/08
Location of Incident		Time	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM
NO Fats			
<input type="checkbox"/> Guest / Visitor			
<input type="checkbox"/> Business			
<input checked="" type="checkbox"/> MOA			
<input type="checkbox"/> Tenant			

Incident Type	Incident Classification No.
Suspicious Person	4610
Reporting Party's Name	
Hill, Zehary T	
Street Address	
60 East Broadway	
City, State, Zip	
Bloomington, MN 55425	

Date of Birth	Phone Number
N/A	952-883-8888

<input checked="" type="checkbox"/> Suspect	<input type="checkbox"/> Reporting Party	<input type="checkbox"/> Witness	#	1
Name (A-K-A)		Date of Birth		
Kleinerman, Bradley		[REDACTED] / 1961		
Address				
Unknown				
City, State, Zip				
Unknown				
Sex	Race	Age	Height	Weight
M	White	47	5'6	
Hair Color	Eye Color	Build	Complexion	
Brown	Brown	Average	Light	
Clothing Description				
Green Dress shirt / Tan Pants				
Other Distinguishing Features			Arrested	
N/A			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
			Arrested By	
			N/A	

<input type="checkbox"/> Suspect	<input type="checkbox"/> Reporting Party	<input type="checkbox"/> Witness	#	
Name (A-K-A)		Date of Birth		
Address				
City, State, Zip				
Sex	Race	Age	Height	Weight
Hair Color	Eye Color	Build	Complexion	
Clothing Description				
Other Distinguishing Features			Arrested	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			Arrested By	

<input type="checkbox"/> Suspect	<input type="checkbox"/> Reporting Party	<input type="checkbox"/> Witness	#	
Name (A-K-A)		Date of Birth		
Address				
City, State, Zip				
Sex	Race	Age	Height	Weight
Hair Color	Eye Color	Build	Complexion	
Clothing Description				
Other Distinguishing Features			Arrested	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			Arrested By	

<input type="checkbox"/> Suspect	<input type="checkbox"/> Reporting Party	<input type="checkbox"/> Witness	#	
Name (A-K-A)		Date of Birth		
Address				
City, State, Zip				
Sex	Race	Age	Height	Weight
Hair Color	Eye Color	Build	Complexion	
Clothing Description				
Other Distinguishing Features			Arrested	
			<input type="checkbox"/> Yes <input type="checkbox"/> No	
			Arrested By	

<input type="checkbox"/> Vehicle from which theft occurred	Year	Make	Model	Color	License Plate	State
<input type="checkbox"/> Vehicle used by offenders						
<input type="checkbox"/> Property Taken	<input type="checkbox"/> Money	<input type="checkbox"/> Vehicle	<input type="checkbox"/> Other	Value		
<input type="checkbox"/> Property recovered	<input type="checkbox"/> Jewelry	<input type="checkbox"/> Clothing		\$		
Narrative:						

POINT: On 01 May 2008 at 1659 hours, I Officer Hill (#2960) observed a male observing myself and Officer McArdle (#2758)

BODY: At 1659 hours, I observed a male now known to me as, Kleinerman, Bradley (DOB [REDACTED] / 1961) nervously watching McArdle and I while we were on another call. After McArdle and I cleared the call we were on we noticed Kleinerman still observing us. Kleinerman was standing in front of Victoria's

<input type="checkbox"/> Extra Copies Required?	Management Approving	Continued
Number of extra copies required?		<input checked="" type="checkbox"/>
Recipients of extra copies:	Supervisor Approving and Title	Date
Officer Reporting and Badge Number		
2274	5/7/08	

REPORT
2608
1100128

MALL OF AMERICA

SECURITY DEPARTMENT



SUSPICIOUS PERSON R.A.M. INFORMATION REPORT

☒ Initial☐ Continuation

Page 01 of 01

Date: 05 01 2008 Start Time: 1659 End Time: 1735 Warrant #

Location: (Location of First Contact (observation))

Location of Contact with Officer

☐ Event ☒ Report

Location of Photograph

South Side Level Two in Front of
Victoria's Secret☐ No Contact, Information only
NU Eats

2008-10-0028

Nu Eats

Name: Last First Middle Date of Birth

Kleinerman

Bradley

Unknown

61

Street Address City State Zip Code

Unknown

Unknown

CT

Unknown

AKA Information: Occupation (If able to obtain) Reason for being in Mall of America

N/A

Unknown

Shopping for Children's Watch

Sex Race Age Height Weight Hair Color Eye Color Skin Tone Hair Style

Male

White

47

5'6

N/A

Brown

Brown

Light

Short-Medium

Reason for Engagement-
AMO+ Suspicious
Indicators:

Observing RAM Officers during SOP

Final Decision: ☒ Refutation ☐ Confirmation ☐ Non-Immediate Threat ☐ Immediate Threat

Comments:

LT. Foster(110) interviewed Kleinerman and determined he was not a threat.

SHIRT / TOP Pants Shoes

Green Dress Shirt

Tan Dress Pants

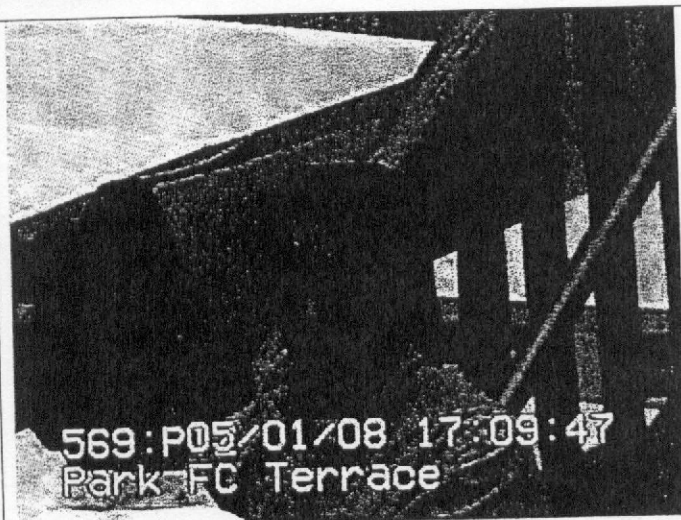
Brown Loafers

Notes On Clothing / Personal
Belongings

None

Who was this person with?

Alone

Escorted Out: ☐ Yes ☒ No ☐ B.P.D. Contacted Information given to: ☐ File ☐ Major Reynolds ☐ B.P.D. ☐

Officer: Zachary Hill 2960 Date: 05 01 2008

Notes: Kleinerman refused the interview process and requested a supervisor. LT Foster interviewed Kleinerman and detected no harmful intentions. Kleinerman did request LT Foster's supervisors names and contact information which she gave him. Kleinerman e-mailed. Foster on 05/07/08.

**Mall of America
REPORT CONTINUATION**

MOA Security Form 4 12/2006

Date Occurred
05/01/08

Time
1659

☐ AM
☒ PM

Date Reported
05/01/2008

Time
1659

☐ AM
☒ PM

Page

2

Of

3

☐ Accident ☒ Incident ☐ Personal Injury ☐ Supplemental ☐ Other (Specify)

secret (S238). Kleinerman proceeded towards Le Gourmet Chef (S272) and continued to observe us. I observed Kleinerman enter and exit Le Gourmet Chef quickly. Kleinerman headed towards the south central bridge over looking the NU Park. Kleinerman stopped at the bridge and intently observed McArdle and I.

Kleinerman entered the NU Park through NU Eats. Kleinerman nervously walk through the Park. At 1708 hours, McArdle and I approached Kleinerman. I introduced McArdle and I as, "Hello I'm Zach with Mall of America Security and this is my partner Sean." I explained to Kleinerman that we have a short security interview I ask Kleinerman if he would mind participating. Kleinerman immediately refused. I explained to Kleinerman that the interview process was for the safety and security of the mall. I asked Kleinerman again if he would mind participating. Kleinerman said, "no." I explained to Kleinerman as he started up the stairs at NU Eats that there are two options. Participate in the security interview process or I will have to contact Bloomington Police Department.

Kleinerman asked, "Have I done something criminal?" I informed Kleinerman that he had not. I explained to him that I needed to conduct this security interview. Kleinerman asked, "Are you detaining me? I want to speak to your supervisor." McArdle said, "You are not being detained you can leave at anytime." I contacted dispatch and requested LT. Ashly Foster (#110) come and assist with the interview. While we waited for Foster to arrived Kleinerman informed McArdle and I he was from Connecticut and was in town for family affairs. I asked

☒ Continued ☐ End of Report

Management Approving

Reporting Officer / Badge #

Date

Supervisor Approving / Title

Date

LT/Fel #2966

01 MAY 08

C. Shy Lieutenant

5/7/08

REPORT #

100810028

Mall of America
REPORT CONTINUATION

MOA Security Form 4 12/2006

Date Occurred 05/01/08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported 05/01/08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Page 3	Of 3
<input type="checkbox"/> Accident <input checked="" type="checkbox"/> Incident <input type="checkbox"/> Personal Injury <input type="checkbox"/> Supplemental <input type="checkbox"/> Other (Specify)							

Kleinerman, "Why are you at the mall today?" He said he had made a return of shoes and was now looking for a watch for his son.

Foster arrived at 1714 hours, myself and McArdle stepped away from Foster and Kleinerman. Foster continued with the interview process.

I observed Kleinerman display defensive body posture while conversing with Foster.

Foster verified valid Connecticut Drivers Licence.

The call was cleared at 1735 hours.

REVIEW: On 01 May 2008 at 1659 hours, I Officer Hill (#2166) observed a male observing myself and Officer McArdle (#2738). The call resulted in myself and McArdle attempting to interview Kleinerman, Bradley (DOB [REDACTED]). Kleinerman requested to speak to a supervisor. LT Ably Foster interviewed Kleinerman.

REPORT #

200810028

☐ Continued ☒ End of Report

Management Approving

Reporting Officer / Badge #

Date

Supervisor Approving / Title

Date

Sgt. 2-7/08 #2166

01 MAY 08

Lt. Foster Lieutenant

5/7/08

**Mall of America
REPORT CONTINUATION**

MOA Security Form 4 12/2006

Date Occurred 5-1-08	Time 1059	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported 5-1-08	Time 1059	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Page 1	Of 4
<input type="checkbox"/> Accident <input type="checkbox"/> Incident <input type="checkbox"/> Personal Injury <input checked="" type="checkbox"/> Supplemental <input type="checkbox"/> Other (Specify)							

WNT:

1. Lieutenant Ashly Foster, responded to a request for a Supervisor during a security interview being conducted by RAM officers Sean McArdle #2758 and Zach Hill #2960.

BODY:

I had been monitoring a call about a suspicious person on the radio. Officer Hill and Officer McArdle had noticed a male who appeared to be observing the Officers in the course of another call.

I responded to assist the Officers with the interview process after the male had requested to speak with a Supervisor. The male had declined to participate in the interview process and was upset about being approached by the RAM officers.

I arrived on scene and introduced myself as "Lieutenant Ashly Foster with Mall of America Security". The male immediately began to express his unhappiness about "being detained for no reason". I explained to the male that he was not being detained. The male then stated that Officer McArdle had told him he was free to leave at any time. The male also explained that the officers had said that should he choose not to participate, the officers would contact Bloomington Police to assist them.

I explained to the male that the security interview process was a procedure that existed to ensure the safety and security of the guests. I continued to explain that contacting Bloomington Police to assist when a

<input checked="" type="checkbox"/> Continued <input type="checkbox"/> End of Report		Management Approving	
Reporting Officer / Badge # Ashly Foster #110	Date 5/7/08	Supervisor Approving / Title Ashly Foster - Lieutenant	Date 5/7/08

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Mall of America
REPORT CONTINUATION

MOA Security Form 4 12/2006

Date Occurred 5-1-08	Time 11059	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported 5-1-08	Time 11059	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Page 2	Of 4
<input type="checkbox"/> Accident <input type="checkbox"/> Incident <input type="checkbox"/> Personal Injury <input checked="" type="checkbox"/> Supplemental <input type="checkbox"/> Other (Specify)							

Just refused to cooperate was part of the procedure.

The male began asking me questions about the security interview process. He wanted to know exactly what the officers saw in him that made the officers approach him. The male stated his anger at being talked to by the two RAM officers. The male explained that he felt like he was being treated like a criminal. I attempted to tell the male that it is not our intention to have him feel that way.

I explained to the male that part of the interview process was to verify who we were talking to. The male asked me how I planned to do that. I asked the male if he had any identification with him. The male stated that he did but did not want to show it to me. The male asked what we did with the information from his identification and what kinds of data bases we entered his name into. I explained that we just enter his name into our mall system. I stated that it was a way for us to know that we had spoken with him. The male willingly handed me the Connecticut drivers license and I gave dispatch the information and handed the license back to the male.

The male continued to ask me questions about what indicators or "cues" we look for to prompt an interview by a RAM officer. The male continued to reiterate that he felt like he was being detained. The male also continued to comment that he felt the officers were profiling him and made him feel like a criminal.

<input checked="" type="checkbox"/> Continued	<input type="checkbox"/> End of Report	Management Approving
Reporting Officer / Badge # C. Hyslop / #110	Date 5/7/08	Supervisor Approving / Title C. Hyslop / Lieutenant
		Date 5/7/08

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Mall of America
REPORT CONTINUATION

MOA Security Form 4 12/2006

Date Occurred 5/1/08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported 5/1/08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Page 3	Of 4
<input type="checkbox"/> Accident <input type="checkbox"/> Incident <input type="checkbox"/> Personal Injury <input checked="" type="checkbox"/> Supplemental <input type="checkbox"/> Other (Specify)							

I again apologized that the male felt this way and explained that it was not our intention to cause those emotions. I explained again the purpose as being to create and maintain a safe and secure environment for our guests.

While speaking with the male I was able to discover that he was in the Twin Cities because his brother had passed away and the male was taking care of his brother's affairs in Minneapolis. The male also explained that he was at the mall to try to find a "Sponge Bob" watch for his son and to return some shoes. Officer Hill #2960 had been able to verify a receipt for the return.

I asked the male if he had any more questions about the interview process that I could answer. The male still seemed agitated, but stated that he was very unhappy with the way he had been treated and planned on leaving the mall, but had nothing else to say to me. I gave the male my business card with my name, the Security Captain's name and the Security Director's name. The male shook my hand and stated that he may be contacting me later.

I cleared the call at 1735 hours with Officer Hill and Officer McArdle. No further action was taken at this time.

REVIEW:

I responded to assist in interviewing an uncooperative

☒ Continued ☐ End of Report

Management Approving

Reporting Officer / Badge #

Date 5/7/08

Supervisor Approving / Title

Date 5/7/08

C. H. S. - #110

C. H. S. - Lieutenant

REPORT #

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**Mall of America
REPORT CONTINUATION**

MOA Security Form 4 12/2006

Date Occurred 5/1/08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported 5/1/08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM		Page 4	Of 4
<input type="checkbox"/> Accident <input type="checkbox"/> Incident <input type="checkbox"/> Personal Injury <input checked="" type="checkbox"/> Supplemental <input type="checkbox"/> Other (Specify)								

guest at the food court in Nickelodeon Universe. The guest provided identification and answered questions during my conversation with him. I cleared the male at 1735 hours

REPORT # 200810028

<input type="checkbox"/> Continued	<input checked="" type="checkbox"/> End of Report	Management Approving	
Reporting Officer / Badge # CASHGCR - #110	Date 5/7/08	Supervisor Approving / Title CASHGCR - Lieutenant	Date 5/7/08

Mall of America
REPORT CONTINUATION

MOA Security Form 4 12/2006

Date Occurred 5-1-08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported 5-1-08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Page 1	Of 3
<input type="checkbox"/> Accident <input type="checkbox"/> Incident <input type="checkbox"/> Personal Injury <input checked="" type="checkbox"/> Supplemental <input type="checkbox"/> Other (Specify)							

Point: On 05-01-08 at 1659 hours, I Officer McArdle #2758 responded to a male observing security operations on the second level of the South side of the mall.

Body: While conducting security operations on the South side of the mall, Officer Z. Hill #2960 and myself noticed a male closely observing us while conducting security operations on a separate, unrelated call.

As Hill and myself were traveling Westbound on the second level of the mall in front of Victoria's Secret S238, Hill noticed Kleinerman, Bradley (D.O.B. [REDACTED] 1961), observing both of us very closely while traveling in the opposite direction. Initially, I did not see Kleinerman observe us as Hill and myself walked past him; Hill brought this to my attention just as Kleinerman had gone past us.

At this time I spoke briefly with Hill about the oddness of Kleinerman's observance of us. Hill and myself continued our operations, moving Westbound towards the direction of Macy's Court level two. As we walked, I looked back and noticed Kleinerman looking in our direction while he was walking.

Hill and myself stopped in front of the Disney Store S268 while still working on our previous call. I looked to my East in the direction where I last saw Kleinerman.

At this point I noticed Kleinerman was now standing at the railing of the second level in front of Lane Bryant S230.

☒ Continued ☐ End of Report

Management Approving

Reporting Officer / Badge #
McArdle #2758

Date
5-1-08

Supervisor Approving / Title

[Signature] Lieutenant

Date
5/7/08

REPORT #

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Mall of America
REPORT CONTINUATION

MOA Security Form 4 12/2006

Date Occurred 5-1-08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported 5-1-08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Page 2	Of 3
<input type="checkbox"/> Accident <input type="checkbox"/> Incident <input type="checkbox"/> Personal Injury <input checked="" type="checkbox"/> Supplemental <input type="checkbox"/> Other (Specify)							

Kleinerman was facing the railing with his back to Lane Bryant S230, looking to his left, staring at Hill and myself.

This seemed very odd to Hill and myself. As Hill and I cleared from our previous call, we decided to follow Kleinerman and watch for behavioral indicators. At this time we observed Kleinerman enter Le Gourmet Chef S272.

At this time Hill and myself waited in the area outside of Le Gourmet Chef S272. I then saw Kleinerman exit the store, and as Hill and I were walking away from the store towards the second level bridge that is above the South entrance of the Nickelodeon Universe park, Kleinerman was closely following us.

I then followed Kleinerman down the stairs that lead to the park Foodcourt. Kleinerman walked past the park Caribou Coffee shop, and walked into the South park merchandise shop. When Kleinerman exited the shop, he then quickly walked across the park to the Carousel, and then back towards the foodcourt.

At this point Hill decided to approach Kleinerman. Hill introduced himself to Kleinerman, and when Hill asked Kleinerman if he would be willing to participate in a security interview, Kleinerman strongly declined. Kleinerman asked to speak with our supervisor.

At this time Kleinerman accused Hill and myself of detaining him. I corrected Kleinerman by saying,

☒ Continued ☐ End of Report

Management Approving

Reporting Officer / Badge #
McArdle #2758

Date
5-1-08

Supervisor Approving / Title

Cheney - Lieutenant

Date
5/7/08

REPORT #

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Mall of America
REPORT CONTINUATION

MOA Security Form 4 12/2006

Date Occurred 5-1-08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Date Reported 5-1-08	Time 1659	<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM		Page	3	Of	3
<input type="checkbox"/> Accident <input type="checkbox"/> Incident <input type="checkbox"/> Personal Injury <input checked="" type="checkbox"/> Supplemental <input type="checkbox"/> Other (Specify)										

"Sir, under no circumstances are either Officer Hill or myself detaining you." I explained to Kleinerman that he could leave if he wanted to.

While I spoke with Kleinerman, Hill contacted Lieutenant A. Foster #110. At this point Kleinerman stated to us that he was visiting the mall to "return a pair of shoes." Kleinerman then showed us a receipt from Bostonian Shoes W133 that verified this as fact.

At this time Foster arrived on scene and introduced herself to Kleinerman. Foster interviewed Kleinerman. The call was cleared at 1735 hours.

Review: On 05-01-08 at 1659 hours, I Officer McArdle #2758 responded to a male observing security operations on the second level of the South side of the mall. The call resulted in Officer Z. Hill #2960 attempting to interview Kleinerman, Bradley (D.O.B. [REDACTED] 61). Kleinerman requested to speak to a supervisor. Lieutenant A. Foster #110 interviewed Kleinerman.

REPORT # 200810028

☐ Continued ☒ End of Report

Management Approving

Reporting Officer / Badge #
McArdle #2758

Date
5-1-08

Supervisor Approving / Title

Glenn - Lieutenant

Date
5/1/08

REPORT CHECKLIST

Date: May 1, 2008

Report #: 2008-10028

OFFICER

- | | | |
|-------------------------------------|-------------------------------------|--------|
| <input type="checkbox"/> | Tactical Communication | 8-Step |
| <input type="checkbox"/> | Tactical Communication | 5-Step |
| <input checked="" type="checkbox"/> | Who | |
| <input checked="" type="checkbox"/> | What | |
| <input checked="" type="checkbox"/> | Where | |
| <input checked="" type="checkbox"/> | When | |
| <input checked="" type="checkbox"/> | How | |
| <input checked="" type="checkbox"/> | Give Quotes | |
| <input type="checkbox"/> | Description/Build of Suspect(s) | |
| <input type="checkbox"/> | Smell of Alcoholic Beverage | |
| <input type="checkbox"/> | Speech Slurred, Swaying, Staggering | |
| <input type="checkbox"/> | Trespass Notice | |
| <input type="checkbox"/> | Witness Statement(s) | |
| <input type="checkbox"/> | Supplemental Report(s) | |
| <input checked="" type="checkbox"/> | Pictures | |
| <input type="checkbox"/> | Diagrams | |
| <input type="checkbox"/> | Disposition | |
| <input type="checkbox"/> | Suspect(s) Actions | |
| <input type="checkbox"/> | Suspect(s) Injuries | |
| <input type="checkbox"/> | Use of Force Applied | |
| <input type="checkbox"/> | Level of Resistance | |
| <input type="checkbox"/> | Officer Injuries | |

Supervisors

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> | Copy of Deployment (Arrest or Major Incidents) |
| <input type="checkbox"/> | Copy of Police Report |
| <input type="checkbox"/> | Tape Dropped- <i>Yellow Tab on Report</i> |
| <input type="checkbox"/> | P.I Reports- <i>HR Called</i> |
| <input type="checkbox"/> | Other Reports Relating to Incident(s) |
| <input type="checkbox"/> | Call- <i>Flow Chart</i> |
| <input checked="" type="checkbox"/> | Disposition |

Notes:

Officers Name:

[Signature] #2960

Supervisors Signature:

[Signature] - Lieutenant
#110

Suspicious Activity Submission

Name: Bradley Kleinerman

D.O.B.: [REDACTED] 1961

I.D.: Connecticut Drivers License

On May 1, 2008, Mall of America (MOA) Security Officers noticed a male who appeared to be watching the officers as they were observing a person from an unrelated incident. The MOA Security Officers began to observe the male. The male became aware that the officers had noticed him and began wandering the NU Park and the South side of the Mall with no apparent purpose. The male would constantly look back to locate the officers as they observed his behavior. The male went into a few stores and seemed to try to lose the officers by entering quickly into a store and waiting for the officers to pass then exiting quickly to follow the officers. The male became increasingly agitated, appearing nervous and constantly looking for the location of the Security Officers.

MOA Security Officers attempted to make contact with the individual, after observing the male for approximately eight minutes. Once the Officers approached the male he immediately refused to speak with them. The male was very insistent on knowing what cues the security officers look for when deciding to approach a guest. The male also was interested in knowing the security procedures. The male asked if he was being detained several times, the Officers assured him that he was not being detained and he could leave at anytime. The male requested to speak with a Security Supervisor.

A Security Supervisor assisted the officers with the uncooperative male and was able to view a driver's license. The male remained agitated, but provided the Security Supervisor with information about his reason for visiting the mall. The individual was consistently asking questions about what indicators a Security Officer is trained to look for. During the interview process the male displayed very defensive body language by standing with arms crossed and by not looking the Security Supervisor straight on.

The male stated that he was in town taking care of his late brother's affairs. He also stated the reason for his stop at the Mall was to return a pair of shoes which he showed a receipt for and to purchase a watch for his son. The male also stated he would be contacting the Head of Security for the Mall. The male produced a Connecticut Drivers License.

No further action was taken.

Doug Reynolds

From: Doug Reynolds
Sent: Wednesday, May 14, 2008 9:17 AM
To: [REDACTED]
Subject: Reply: Interview at Mall of America

Mr. Kleinerman,

I read the email you sent to Lieutenant Ashly Foster on May 07, 2008 and would like to respond to several points you made in your letter. I hope this will clarify things and allow a better understanding between you and the Mall of America Security Department.

I have been briefed on the contact you had with several members of my staff on May 01, 2008. These officers are trained to interact with the public for many reasons. Their training includes maintaining a polite and professional presence.

During the interview you had inquired about if you had done something criminal. The reason for these talks does not always focus on purely criminal activities. There are many harmful things that can happen at Mall of America and we are tasked with securing the entire facility. Those assigned to protect Mall of America not only look for purely criminal activity, they also look for rule violations, policy infringements, safety hazards, terrorism, and intent for such future actions.

These team members were acting within their duties when they approached and interviewed you. During your interview you felt profiled. If you are using the term "profile" in a negative fashion I don't understand your statement. Profiling happens each day in many ways: the advertisements you receive on line are often based on an electronic profile of interests you have, insurance rates are compiled due to a profile of past and predicted actions, and even where items are placed in a store may be decided in accordance with anticipated actions and routes by consumers. If you think you were stopped based on a protected class, I can assure you that this was not the case.

Your email asked if information in Mall of America's database would be shared with any other organizations. We do not sell this information to others if that is your concern. If you are concerned about the information being shared with Law Enforcement groups that is certainly a possibility. If a subpoena is provided requesting information from our database we have to provide that information.

Stating that your name in our database allows you to not be stopped again is not accurate. If your actions at Mall of America warrant another discussion we would certainly want to interact with you. I do not think it would be responsible of me to assure you that no situation could exist in which you will be stopped.

I hope that if Mall of America employees do have an opportunity to speak with you in the future it is a very positive experience for all involved. I appreciate the valuable feedback you have provided us and will use it to increase the effectiveness of my staff.

Regards,

Douglas E. Reynolds
Director of Security
Mall of America

5/14/2008

Dear Lt. Foster,

I am writing to reiterate my dismay as to the unfounded profiling I received from your staff on May 1, 2008, the inappropriate threats and intimidation from your staff and your requirement to see my identification which I reluctantly submitted to you under duress.

Specifically, I would like confirmation that the Mall of America Security Database you entered my name into is, as you specifically stated, "only used for internal Mall of America Security use and will not be shared" with any other organization either a part of the Mall of America organization or affiliated with it in anyway whatsoever. Furthermore, I want confirmation of your commitment that the only information regarding myself in your database is my name and no other identifying information including, but not limited to: address, telephone number, email, driver license number, physical description, etc. Furthermore, you stated that this database is used in the event that should I be stalked and accosted by your staff at a later date that I have already been through your "interview" process and will be immediately released.

Your confirmation by reply to this email is acceptable.

Sincerely,

Brad Kleinerman

5/14/2008